

Sebastian Marshall

☎ (720) 555-4186 ✉ sebastian.marshall@example.com 💻 linkedin.com/example/sebastianmarshall 📍 Denver, CO 80206

SUMMARY

Infrastructure engineering leader with 14 years across **network**, cloud, platform, and **production operations**, including more than eight years guiding senior technical teams through high availability services, major launches, and complex incidents. Leads distributed organizations with sustainable on call practices, clear escalation paths, capacity planning, career development, and succession planning. Translates technical roadmaps into staffing, sequencing, and realistic commitments while balancing project delivery, KTLO work, incident response, and operational coverage. Applies practical AWS, hybrid infrastructure, networking, **Infrastructure as Code**, **Git based change management**, monitoring, and incident command experience. Communicates risk clearly with executives and partners closely with SRE, security, product, studio, and release teams. Brings a calm, accountable approach that supports reliable launches, sustainable engineers, and dependable production services.

EXPERIENCE

Director, Infrastructure Operations

January 2022 - Present

Silverline Media Platforms

Denver, CO

Directed distributed network, cloud, and systems operations for latency sensitive production services. Set staffing priorities, service ownership, incident readiness, vendor governance, and launch support practices across a globally distributed organization.

- Led distributed network operations for latency sensitive services, clarifying ownership during major launches.
- Balanced **on call**, KTLO, roadmap, and incident demand through explicit **capacity planning** decisions.
- Trained Incident Commanders and refined escalation paths, improving response confidence during high stakes incidents.
- Applied **Git based change management**, peer review, Infrastructure as Code, and monitoring standards.
- Partnered with SRE, security, product, and release teams on capacity and **launch readiness**.
- Improved **written first communication** and **follow the sun coverage** across distributed operations.

Senior Manager, Platform Operations

April 2018 - December 2021

BrightForge Entertainment

Seattle, WA

Managed **platform operations** for distributed entertainment infrastructure supporting latency sensitive services, production launches, and sustained customer availability. Guided senior engineers through staffing, operational planning, incident reviews, and cross functional delivery.

- Directed network, cloud, and **systems** teams supporting latency sensitive entertainment platforms.
- Sequenced roadmap work against KTLO demand, on call coverage, and incident response needs.
- Established rehearsed communications and **blameless post incident reviews** after production disruptions.
- Standardized **peer review**, documentation, Git workflows, and **Infrastructure as Code** changes.
- Coordinated SRE, security, product, and release stakeholders around launch **support models**.
- Strengthened vendor governance, forecasting, and follow the sun operating practices.

Infrastructure Engineering Manager

July 2014 - March 2018

Cascade Network Services

Portland, OR

Managed infrastructure engineering teams responsible for network services, **hybrid environments**, production support, and operational improvement. Connected technical priorities with staffing plans, escalation models, capacity forecasts, and dependable service delivery.

- Managed network and systems engineers through **production operations** and high priority customer events.
- Created staffing trade offs that protected project delivery, KTLO work, and on call sustainability.
- Built **escalation paths** and incident command practices for faster, calmer operational response.
- Introduced Git based peer review for **Infrastructure as Code** and production configuration changes.
- Partnered with **security** and service teams on monitoring, documentation, and support readiness.
- Supported vendor reviews and **capacity planning** for network and datacenter resources.

Network Operations Engineer

June 2012 - June 2014

FrontRange Digital Infrastructure

Boulder, CO

Supported network operations and hybrid infrastructure for production services, developing hands on expertise in monitoring, change control, incident response, and capacity planning. Collaborated with senior engineers during launches and operational improvements.

- Supported **network** operations for latency sensitive production services during planned launches.
- Used **monitoring** data to identify service risks and inform **capacity planning** discussions.
- Followed Git based **peer review** and documented **Infrastructure as Code** changes for production systems.
- Participated in escalation rotations and incident communications under senior Incident Commander guidance.
- Coordinated with **systems**, security, and service teams on support readiness and handoffs.
- Improved operational documentation, helping engineers resolve recurring issues with greater consistency.

PROJECTS

Follow the Sun Operations Model 📅 2024

Created a distributed coverage model that connected regional ownership, escalation paths, written handoffs, and incident communications. Work supported sustainable on call rotations and clearer production accountability.

Hybrid Capacity Forecast 📅 2021

Built a planning approach for cloud spending, datacenter capacity, service demand, and roadmap sequencing. Forecasts gave leadership clearer risk visibility during launch preparation.

LEADERSHIP & AWARDS

- Recognized by executive leadership for dependable incident command during high stakes production launches.
- Received peer recognition for building sustainable on call practices and clear distributed team communications.
- Selected to guide operational planning across network, cloud, systems, SRE, and security partners.

EDUCATION

B.S. Information Systems

2012

Colorado State University GPA: 3.5

Fort Collins, CO

Coursework: Network administration, cloud computing, systems analysis, project management

CERTIFICATIONS

- ITIL 4 Foundation 📅 2023
- AWS Certified Cloud Practitioner 📅 2022

TECHNICAL SKILLS

- **Cloud Platforms:** AWS, Amazon EC2, Amazon S3
- **Infrastructure as Code:** Terraform, CloudFormation, Git
- **Network Engineering:** TCP/IP, DNS, Load balancing
- **Hybrid Infrastructure:** Cloud, Datacenter, WAN
- **Monitoring Systems:** CloudWatch, Grafana, Prometheus
- **Incident Management:** Incident Command, Escalation, Post incident reviews
- **Change Management:** Git, Peer review, Change control
- **Service Reliability:** SRE, Availability, Error budgets
- **Capacity Planning:** Cloud spending, Datacenter capacity, Forecasting
- **Team Leadership:** Hiring, Mentoring, Succession planning
- **Operations Coverage:** On call, Follow the sun, KTLO
- **Vendor Management:** Evaluation, Procurement, Contract reviews
- **Communication Practices:** Written first, Asynchronous work, Executive updates

SKILLS

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|--------------------------|-------------------------|--------------------------|-------------------------------|
| • Engineering leadership | • On call operations | • Infrastructure as Code | • Vendor management |
| • Production operations | • AWS | • Git change management | • Executive communication |
| • Capacity planning | • Hybrid infrastructure | • Monitoring | • Distributed team leadership |
| • Incident command | • Networking | • SRE partnership | |

PROFESSIONAL AFFILIATIONS

- Member, Association for Computing Machinery, infrastructure leadership community.
- Member, Information Systems Audit and Control Association, technology operations community.

LANGUAGES

- English (Native)
- Spanish (Intermediate)

ADDITIONAL INFORMATION

Work Status : Authorized to work in United States. No sponsorship required.

REFERENCES

AVAILABLE ON REQUEST